

**Department of Social Services**  
**New Haven Regional Office Internal Promotional Opportunities**  
**Eligibility Services Specialist**

**Posting Date:** November 26, 2013

**Closing Date:** December 4, 2013

**Open To:** **DSS New Haven Regional Office Temporary Family Assistance (TFA) unit employees who have taken and passed the current state of CT examination for Eligibility Services Specialist, and are currently working within the TFA unit at the New Haven Regional Office.**

**Work Schedule:** Monday thru Friday: 8:00am – 4:30pm (or based on the operational needs of the unit)

**Essential Responsibilities Include:** This advance working level will be called on to serve as a working supervisor and policy specialist in the provision of services to clients receiving temporary family assistance.

**Qualifications Include:**

- TFA program knowledge EMS processing skills required as it relates to the TFA program rules
- Understanding of time limited and exempt criteria
- Understanding of Employment Services requirement
- Knowledge of the sanction and conciliation process
- Considerable knowledge of and ability to interpret and apply relevant agency policies and procedures, state and federal laws, statutes and regulations for processing cases, Excellent customer service skills,
- Considerable interpersonal skills with demonstrated ability to build strong working relationships with managers, supervisors and coworkers,
- Demonstrated ability to understand, evaluate and solve problems by exercising good judgment and reasoning,
- Excellent verbal, written and phone communication skills,
- Demonstrated ability to identify and de-escalate potentially difficult situations with diplomacy and tact,
- Ability to serve as a mentor/trainer to staff, providing technical and procedural support to case processing and call center staff,
- Familiarity with the delivery of agency programs and client service through use of the ConneCT Document Management system,
- Considerable knowledge of and proficiency in the use of ConneCT & EMS as well as related forms.

**Application Instructions:**

If this opportunity is of interest and you meet the qualifications noted above, please forward an email no later than Wednesday, December 4, 2013, close of business expressing your interest directly to:

**Kristina Grodzicki, Human Resources Specialist**  
**Fax (860) 951-2979**

An Equal Opportunity / Affirmative Action Employer  
The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.